

Vendor Profile 2009

Company Name: Office Depot, Inc.

	Legend	Respond in this column
REMC Customers Can Expect...		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	7 AM - 8 PM
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	No
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
Required contract number	Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:		
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	No
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	MASA, MIEM, regional events
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	No
Delivery timelines from receipt of orders		
Equipment	days	1 business day
Supply/Paper	days	1 business day
Software	days	1 business day
Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.		
Orders are shipped according to best carrier selection. Orders in most of Michigan will be received the following business day for orders placed by 5 pm online or via phone (fax orders should be received by 4 pm for next business day delivery). Rush delivery and store pick up are available by contacting your Account Manager or Customer Service.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes
Onsite assistance at extra cost	\$ or N/A	N/A
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30

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Full refund within	days	30
Method of refund	Refund/Voucher	Account credit
Restocking fees	___% after ___ days	N/A

Please provide a brief summary of return policies:

Office Depot will return all stock merchandise upon customer request for any reason within 30 days of purchase. Returns beyond 30 days require Account Manager or District Sales Manager approval. With the exception of damaged/defective units, returns need to be in saleable condition and packaging. Special orders are generally non-returnable. Returns maybe placed by contacting Customer Service or by placing an online RMA at <http://www.officedepot.com/education>.

Warranty Policies

Product to be replaced with new if reported within	days	30
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Vendor pays shipping	1-way, both ways, none	Both ways

Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

Most items supplied by Office Depot are consumable and are subject to our satisfaction guarantee within our return policy. Manufacturer warranties are honored where applicable.

Repair Policies (Non-warranty)

On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	N/A
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A

Please provide a brief summary of repair policies.

N/A